

Enterprise Incident Report November 2011

As of 12/5/2011

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Board of Pardons and Parole	19	19
	12	12
Customer Company Total	19	19
	12	12

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Board of Pardons and Parole	19	19
	2	2
Customer Company Total	19	19
	2	2

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Board of Pardons and Parole	19 0.27	19 0.27
Customer Company Total	19 0.27	19 0.27

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Board of Pardons and Parole	19 0	19 0
Customer Company Total	19 0	19 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
Board of Pardons and Parole	19 0.65	19 0.65
Customer Company Total	19 0.65	19 0.65

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Detail

INC000000406974	Julie K Brown Voice Operations	Telecom Romanza Hamblin	Hardware Board of Pardons and Parole	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.47
INC000000408523	Kim Allen Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411349	Donald Blanchard Metro C Help Desk	Application Cliff Jensen	Error Board of Pardons and Parole	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412701	Julie K Brown Metro C Desktop Support	Application Tammy Black	Error Board of Pardons and Parole	Utah Department of Corrections Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.95 3.82
INC000000413329	Ann Galvan Metro C Help Desk	Application Cliff Jensen	Reporting Board of Pardons and Parole	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413501	Kent W Jones Metro C Desktop Support	PC/Laptop Tammy Black	Hardware Board of Pardons and Parole	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.75 3.24
INC000000413899	Megan Flox-Lambert Metro C Desktop Support	None Tammy Black	None Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414635	Clark A Harms Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415430	Donald Blanchard Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415830	Kenneth Bingham Metro C Help Desk	Network Reed Stohel	None Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000416603	Kenneth Bingham Metro C Help Desk	None Chris Olson	None Board of Pardons and Parole	Offender Tracking Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418459	Claudette Froehle Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	None Board of Pardons and Parole	Utah Department of Corrections Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.40
INC000000419024	Kenneth Bingham Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	Offender Tracking Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419905	Terra Towery Application Support	Application Kim Thompson	None Board of Pardons and Parole	Offender Tracking Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 0.50
INC000000420327	Donald Blanchard Metro C Help Desk	Application Ross Owen	Error Board of Pardons and Parole	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420528	Kym Chaplin Metro C Help Desk	Application Chris Olson	None Board of Pardons and Parole	Utah Department of Corrections Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.24 1.25

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INC000000420850	Jesse Gallegos	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000421401	Kenneth Bingham	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000421729	Kym Chaplin	PC/Laptop	Virus	None	TIR Missed: No	TIR: 0.00
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low Resolved	TTR Missed: No	TTR: 2.75